

# TRIPURA GAZETTE



Published by Authority

## EXTRAORDINARY ISSUE

*Agartala, Monday, February 8, 2022 A. D. Magha 19, 1943 S. E.*

PART-- I--Orders and Notifications by the Government of Tripura,  
The High Court, Government Treasury etc.

**GOVERNMENT OF TRIPURA  
PWD (DRINKING WATER & SANITATION)  
TRIPURA, AGARTALA**

No.F.6(21)-CE/DWS/E/2011/12746-778

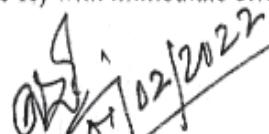
Dated, Agartala, the 1st Feb, 2022.

### NOTIFICATION

**Subject:-Handing over of Rural Piped Water Supply Schemes to Gram Panchayat/Village Committees/Users Committees and approval of Standard Operative Procedure (SOP) and Bye Laws for O & M of Rural Piped Water Supply Schemes.**

The Council of Ministers ,Government of Tripura approved the proposal of 'Handing over of Rural Piped Water Supply Schemes to Gram Panchayat/Village Committees/Users Committees and Standard Operative Procedure (SOP) and Bye Laws for O & M of Rural Piped Water Supply Schemes' and communicated vide No.F.1(2)-GA(CAB)/2016 dated 27<sup>th</sup> January'2022.

2. All Gram Panchayat/Village Committees/Users Committees are hereby directed to take necessary action for taking over the completed water supply Schemes, formation of Gram Panchayat/Village Committees/Users Committees and shall function as per Standard Operative Procedure (SOP) and Bye Laws for O & M of Rural Piped Water Supply Schemes (ANNEXURE-I & II) with immediate effect.

  
(J. Chakraborty)  
Deputy Secretary,  
PWD (DWS), Agartala.

**Standard Operative Procedure for Operation & Maintenance of Rural Water Supply Schemes.**

### **Introduction**

Safe drinking water holds the key to public health. To improve the public health status in rural areas as well as to reduce drudgery of women and girls arising out of water collection troubles, implementation of Jal Jeevan Mission (JJM) has been initiated to facilitate potable drinking water through tap water access to every rural household.

The key objective of Jal Jeevan Mission is to ensure 'no one is left out' with assured tap water supply to every rural household and also to enable every rural household being provided with drinking water supply in adequate quantity (55 lpcd) of prescribed quality (BIS:10500) on regular and long-term basis, thereby to improve the lives of rural people. For this purpose, the proposed implementation module invites upfront involvement of the respective communities on ownership basis both for infrastructure creation as well as necessary O&M with affordable service delivery charges.

The UN declared SDG targets also warrant (as per SDG-6) that all rural households to have access to piped water supply in adequate quantity with a tap connection providing safe drinking water, throughout the year, that meets prevalent national drinking water standards, leading to healthy and improved livelihood.

### **Present Initiatives and Practice for O&M of PWSS**

The PWD(DWS) is responsible for operation and maintenance of piped water supply schemes (PWSS) in the State, which include 2,110 Deep Tube Wells (DTW), 3,135 Small Bore Deep Tube Wells (SBDTW), 36 Surface Water Treatment Plants (SWTP), 275 Innovative Schemes, 35 Ground Water Treatment Plants, 913 Iron Removal Plants. Currently, a large number of agencies/workers are engaged for O&M of Rural PWSS. However, complaints are often received, particularly during period of scarcity, about the inequitable distribution of water, non-availability in some areas and disruption in supply due to damage of the conveyance network not being attended timely. It is felt that this situation arises mainly as the agencies/workers may not have the necessary degree of commitment towards ensuring regular and proper water supply and lack of community involvement. It is also observed that the expenditure on O&M of the schemes is unsustainably high.

Keeping in view the sustainability of Water Supply Schemes, it is necessary that the water supply schemes are handed over to the Gram Panchayat (GP)/ Village Council (VC)/ Village Water and Sanitation Committees (VWSCs) by forming Water Users' Committees including the responsibility for O&M of these schemes.

### **Thrust for O&M under JJM**

Under JJM, there is a renewed thrust aiming at ensuring community involvement for enabling rural communities to plan, build and manage in-village drinking water supply infrastructure to upgrade the quality of rural lives. Hence, it is expected that every Gram Panchayat / Village Committee and / or their sub-committees i.e. Village Water & Sanitation Committee (VWSC), Water Users' Committee etc. are able to function as a 'local public utility unit' that can manage, operate and maintain in-village water supply services on regular and long-term basis, focusing on service delivery, rather than merely on infrastructure creation. Gram Panchayats or its sub-committees need to ensure that water supply schemes are functioning properly and lasts its full design period.

### **Aims and Objectives of O&M Policy:**

Main aim of the O&M Policy is the sustainable management of water supply sector and schemes in rural areas. Sustainability means the delivery of services / benefit to the rural population for prolonged time with equitable supply of safe drinking water to all households. In the absence of sustainability measures, water sector infrastructure may become defunct and with the services disrupting more often. Therefore, while providing the water supply infrastructure, simultaneous initiatives for sustainable management of water supply schemes must be put in place.

Major objectives of the O&M Policy mandated with JJM perspective are as follows:

- a) Gram Panchayats/ VCs or VWSCs, Water User Committees need to shoulder key responsibility of planning, implementation, O&M of in-village water supply infrastructure.
- b) Maintaining better service delivery through efficient functioning of the PWSS by the Water Users' Committee.
- c) Focus on reducing / limiting 'No Supply Day' or 'Non-Revenue Water' due to leakage, mechanical breakdown, wear and tear, etc.
- d) Achieving higher energy efficiency with periodic audit.
- e) Compliance with quality control measures.
- f) Monitoring the functionality aspects and addressing the issues of public concern
- g) Course correction activities to redress operational issues from time to time.

Hence, the O&M methodology in rural water supply sector needs to deal with several thrust areas for sustainable water management:

1. Knowledge and commitment for sustainability at all levels.
2. Awareness generation for safe water, focusing on water handling practices, grey water management, non-revenue water etc.
3. Demand generation for safe water in real sense, leading to community ownership of water infrastructure.
4. Technical soundness for dealing with functionality and durability of installations

5. Community involvement from beginning of the project by following 'Plan, Build and Operate' approach.
6. Training and capacity building initiatives for effective utilization of manpower in O&M activities.
7. Awareness generation among rural households for regular payment of user charges, preferably on monthly basis.
8. Providing handholding support for technical knowledge to operate and maintain the schemes, preparation of estimates, according technical sanction.
9. Devolution of Finance Commission Grants and other financial resources to the community for maintenance of the water supply services.
10. Providing bulk water meters to help Water User's Committee to measure the quantity of usage and distribution.
11. Providing billing and accounting software for better financial management.

The Indicative list of works / activities to be taken up from 15th Finance Commission tied grants includes the following:

- a) Activities for long term sustainability of drinking water supply schemes, which should include:
  - i. Operation and maintenance activities of drinking water supply schemes .
  - ii. Recurring O&M expenses including Electricity charges, cost of chemicals, replacement cost and nominal up-gradation cost, remuneration for Scheme caretakers, etc.
  - iii. Any necessary upgradation works to cater for the need for newly grown-up population within the command area of the Scheme.
  - iv. Taking care of any emergency breakdown etc.
  - v. Any upgradation works to redress disaster-oriented breakdown.
- (b) There should not be any creation of infrastructure without having running water facility, like OHP, Mark-II, Mark-III, RCC well, Masonry well etc., unless in case of specific situation certified by Nodal Office.

#### **Formation of Water Users' Committee :**

In view of the proposed O&M methodology, there is need to form Water Users' Committee for each PWSS, under the guidance of concerned GP/VC and VWSCs by involving all users from the command area of the water supply scheme. Such Water Users' Committees be instrumental in effective O&M of the PWSS along with desired service delivery and managing the O&M expenditure. The Users Committee shall consist of at least 7 persons out of which at least 50% should be woman. The Users Committee shall be registered under Society Registration Act. In this regard, the DWS Department shall prepare and publish model Water Users' Committee Bye Law for their smooth functioning.

**Roles and Responsibilities of different stakeholders under proposed O&M Policy:**

**A. GP/VC / VWSC:-** The roles and responsibilities of respective GP/VC / VWSC in connection with functionality of a PWSS are as follows: -

- a) Provide FHTC to every existing rural HH and any new HH that may emerge in future, and ensure that scattered households located away from main settlements also get FHTCs;
- b) Ensure preparation of Village Action Plan (VAP) for water supply schemes;
- c) Mobilize and motivate the community to contribute 5% of in- village infrastructure capital expenditure. The contribution may be in the form of cash and/ or kind and/ or labour;
- d) Supervise construction of in-village infrastructure including source sustainability, grey water reuse, water conservation measures, etc;
- e) Open bank account/ use existing account of GP/VC for community contribution, Incentive fund etc. In case an existing account is being used, it should be ensured that a separate ledger is to be maintained for contribution and incentive;
- f) Create and maintain register for accounts which should reflect community contribution in terms of cash and/ or kind and/ or labour; costs towards construction; incentive received etc.
- g) Formation of Water Users' Committee.
- h) To maintain active coordination with Water Users' Committee and PWD(DWS). For this purpose, the Water Users' Committee Bye-law might be considered as point of reference for the O&M Methodology.
- i) To facilitate FFC tied grant for operation and maintenance of the PWSSs under their jurisdiction.
- j) To consider the O&M Budget as per Annexure-I submitted by Water Users' Committee for approval based on the recommendation of the respective VWSC. Upon approval of such fund requirements as gap funding for O&M initiatives, the GP/VC shall arrange for necessary release of fund from FFC allocation or any other fund earmarked for this purpose.
- k) To monitor functions of Water Users' Committee and to evaluate necessary course correction activities, as deemed fit, to ensure better functionality of the schemes within the jurisdiction of GP/VC/ VWSC.
- l) To render all Water Users' Committee with necessary administrative support, for redress towards any field issues.
- m) Mobilize community for PRA activities;
- n) Record drinking water asset details in GP/ VC asset register;
- o) Hold periodic meetings at least four times in a year and maintain minutes/ record of the same;
- p) Ensure water quality testing using Field Test Kits (FTKs), periodic testing at laboratories & disseminate the same among community and undertake sanitary inspection. Engage/train rural youth/ students/ women to carry out these activities;
- q) May engage a dedicated person to ensure water quality test using FTKs, as per the respective State policy;
- r) Undertake social audit;

- s) Conduct awareness campaigns on judicious use of water, come up with mechanisms to ensure no misuse of water and ensure prescribed IEC campaigns including wall-paintings, etc.
- t) Hire/ arrange pump operator, barefoot technician, attend regular repair and maintenance work, and operate the system.

**B. Water Users' Committee:** - The basic objective of Water Users Committee for every PWSS is to maintain the scheme functional all the time through effective management of scheme activities to facilitate necessary service delivery with drinking water supply in adequate quantity and of prescribed quality on regular and long term basis within the command area. For this purpose, the basic functions of a Water Users' Committee are as follows:

- a) To operate and maintain the PWSS except Surface Water Treatment Plants (SWTPs) and thereby to ensure the Scheme remains functional with all necessary units of operations /activities including time to time monitoring.
- b) To maintain the distribution pipe line including monthly Electrical charge of Surface Water Treatment Plants. The operation of SWTPs i.e manpower, chemical etc. will be provided by PWD(DWS).
- c) Open bank account for community contribution and depositing O&M service charge, FFC grant, incentive fund etc.
- d) To collect the water user charges regularly from all households on monthly basis.
- e) To control and regularize illegal water supply connection if any.
- f) To minimize the wastage of water.
- g) Maintaining the timing and duration of water supply.
- h) To inform power department in case of power failure.
- i) Selection of persons for operation and maintenance of the scheme and payment of wages.
- j) To ensure financial management including monthly users charge collection and FFC grant received for the scheme.
- k) To redress all issues related to drinking water supply within the command area of the scheme.
- l) To facilitate repairing/replacement etc. of any part of the scheme, as and when necessary, with close coordination with PWD (DWS) authorities.
- m) To inculcate a sense of ownership in users regarding different units/pipeline etc. of the scheme.
- n) The users should be made aware to avoid any wastage of water, construction of platform, drainage channel and soak-pit for grey water management.
- o) Water Users' Committee may initiate all necessary actions to prevent any unlawful activities like fitting extra pump on the pipeline which may deprive the households on the downstream.
- p) In case of any new households grown up within the command area of the scheme, after the scheme operation is handed over to the community, then the Water Users' Committee may initiate necessary extension/ augmentation in consultation with PWD(DWS) to facilitate water connection to such new household as decided by the Water Users' Committee.
- q) For any sort of necessary extension of the scheme activities, the Water Users' Committee may initiate consultation with concerned PWD(DWS) office and then to approach respective

GP/VC/ZP for necessary financial sanction and the implementation might be taken up with close coordination of PWD(DWS).

- r) 5% Community Contribution may be utilized for construction of Soak Pit and other similar works related grey water management.
- s) To submit monthly report on functioning of the PWSS to the Gram Panchayat/ VC/ PWD (DWS) office, highlighting:
  - Functionality of scheme
  - Regular maintenance and surveillance activities of the scheme
- t) To coordinate with VWSC and GP/VC for necessary release of FFC fund.
- u) Create and maintain register for accounts which should reflect O&M costs/ water tariff collection and incentive received.
- v) To submit the O&M Budget as per Annexure-I to the VWSC for approval and onward forwarding to GP/VC.
- w) A map of whole distribution system indicating location of pump house, sluice valve etc shall be kept in the pump house. This will be prepared in consultation with the Assistant Engineer, PWD(DWS) concerned.
- x) Maintain log book as per Annexure-II in the pump house.
- y) Maintain complaint register as per Annexure-III.
- z) To follow the Water Users' Committee Bye-law in all respects.

**C. PWD(DWS):** The roles & responsibilities of PWD(DWS) for managing rural drinking water supply sector are as follows:

- a) To follow JJM operational guidelines & thereby to create necessary water supply infrastructure to facilitate supply of safe drinking water to all household through FHTCs.
- b) For optimum use of water, 35/150 /300/450/600 Nos FHTCs with minimum 55 LPCD should be provided from each SBDTW/2500 GPH capacity DTW/5000 GPH capacity DTW/7500 GPH capacity DTW/ 10000 GPH capacity DTW respectively using sluice valve operation and adjusting operational time.
- c) After completion of the water supply scheme and ensuring its functionality to benefit the rural population, PWD(DWS) will hand over the scheme to the respective GP/VC. The O&M approach for such water supply schemes handed over to the GP/VC should be decentralized and accordingly, the Water Users' Committee will be formed under the guidance of GP/VC / VWSC, as per the Water User' Committee Bye-Law, to operate and maintain the Scheme.
- d) After handing over the Schemes to GP/VC, the necessary capacity building and orientation training shall be conducted by PWD (DWS) on O&M approach / issues, for different stakeholders including the pump operators engaged by Water Users' Committee.
- e) The operation of SWTPs i.e manpower, chemical etc will be provided by PWD(DWS)
- f) Selection of Jal Sakhi from woman SHG and to be trained for testing of water sources through FTKs
- g) A pool of trained mechanics/electrician/plumbers/Fitters /SHGs will be developed for each GP/VC so that GP/VC/VWSC/Water Users' Committee may access this pool of trained persons for repair and maintenance purpose.

- h) To train members of GPs/VCs/VWSCs/Water Users' Committee regarding accounting and fund management etc. For smooth functioning, a software may be developed to make it available for accounting and maintenance purpose at village level.
- i) Assistant Engineer/Junior Engineer of respective DWS Sub-Division will overall provide technical guidance for O&M whenever needed.
- j) PWD(DWS) will initiate time to time monitoring and evaluation on the functionality of the Scheme as well as service delivery and even necessary course corrective measures shall also be initiated. PWD(DWS) will remain responsible to bridge the gap, if any, while ensuring the functionality of the Scheme, as per the Departmental mandate.

#### **Financial Planning of O&M of Water Supply Schemes :**

It is envisioned that an empowered and enlightened rural community and PRIs is likely to take the responsibility of ensuring a basic service for drinking water supply sector on long-term and sustainable basis. Successive Finance Commission (FC)s have recommended utilizing FC award fund in water supply sector and also for recovery of user charges for provision of water supply services. Therefore, the GPs/VCs / VWSCs need to initiate social mobilization to ensure that households pay water user charges on monthly basis so as to cover recurring expenditure for O&M to facilitate long-term sustainability.

The major financial resource for managing the functioning of the PWSS will include the monthly tariff from users against the service delivery. The Water Users' Committees shall prepare monthly and annual O&M Budget for the Water Supply schemes and indicate the gap funding required to the concerned GP/VC and the VWSCs. Such gap funding shall be arranged from the 15th Finance Commission (FFC) tied grants and other resources earmarked by the concerned GP/ VC for this purpose.

The financial planning for O&M depends on type of Schemes with their respective site conditions and units of operations. It would involve recurring costs like necessary energization, cost of chemicals, expenditures on preventive and breakdown maintenance, remuneration for the operator/ caretaker etc. Power Connection of PWSSs to be made in the name of Water Users' Committee. Prepaid metering to be introduced by Tripura State Electricity Corporation Limited. Necessary alert before disconnection of power supply to any PWSS should be given in case of any default on the part of Water Users' Committee/Consumer. Necessary suitable modification in this respect will be made by Tripura State Electricity Corporation Limited.

The tentative estimates of monthly O&M expenses, in most generalized terms for different types of PWSSs are given as follows:

- a) SBDTW Scheme for 35 households:

Monthly electricity Bill – Rs. 800/-  
Repair/ replacement / maintenance cost etc. per month – Rs. 700/-  
Misc. expenditure per month – Rs. 500/-  
Total monthly expenditure – Rs. 2,000/-

b) Deep Tube Well Schemes.

- i. 2500 GPH Capacity DTW for upto 150 households:  
Monthly electricity Bill – Rs. 4000/-  
Monthly honorarium for Pump operator – Rs. 5000/-  
Repair / replacement / maintenance cost etc. per month – Rs. 1,100/-  
Misc. expenditure per month – Rs. 500/-  
Total monthly expenditure– Rs. 10,600/-
- ii. 5000 GPH Capacity DTW for upto 300 households  
Monthly electricity Bill – Rs. 8000/-  
Monthly honorarium for Pump operator – Rs. 5000/-  
Repair / replacement / maintenance cost etc. per month – Rs. 2,200/-  
Misc. expenditure per month – Rs. 1,000/-  
Total monthly expenditure – Rs. 16,200/-
- iii. 7500 GPH Capacity DTW for upto 450 households:  
Monthly electricity Bill – Rs. 12,000/-  
Monthly honorarium for Pump operator – Rs. 5000/-  
Repair / replacement / maintenance cost etc. per month – Rs. 3,300/-  
Misc. expenditure per month – Rs. 1,000/-  
Total monthly expenditure – Rs. 21,300/-
- iv. 10,000 GPH Capacity DTW for upto 600 households:  
Monthly electricity Bill – Rs. 16,000/-  
Monthly honorarium for Pump operator – Rs. 5000/-  
Repair / replacement / maintenance cost etc. per month – Rs.4,400/-  
Misc. expenditure per month – Rs. 1,500/-  
Total monthly expenditure – Rs. 26,900-

c) Innovative Scheme – SVS for upto 200 households.

- Monthly electricity Bill – Rs. 8,000/-  
Monthly honorarium for Pump operator – Rs. 5000/-  
Repair/ replacement / maintenance cost etc. per month – Rs.4,000/-  
Chemical Cost -Rs.2,500/-  
Misc. expenditure per month – Rs. 1,500/-  
Total monthly expenditure – Rs. 21,000/-

In case of large Multi Village Schemes, especially with the Surface Water Treatment Plant require substantial financial resources for Operation and Maintenance. It depends on the coverage pattern, location of Elevated Service Reservoir, cost of production of treated water etc. However, considering the large number of households covered by MVS, it would be financially feasible to recover the maintenance expenditure with regular collection of the user charges.

**User Charges Norms:**

Considering the tentative O&M Budget for PWSSs with different scales (as stated above), the Water Users' Committees may adopt collection of minimum monthly water users' charge as per Notification No.F.6(21)/CE/DWS/EE/2011 dated 17<sup>th</sup> May, 2014 of the Deputy Secretary, PWD(DWS), Government of Tripura.(Copy enclosed as Annexure-IV)

Water Users' Committees shall prepare O&B Budget as per format given in Annexure-I for approval by the respective VWSC and forwarding to the respective GP/VC. Upon approval of such fund requirements as gap funding for O&M initiatives, the GP/VC shall arrange for necessary release of fund from the Finance Commission Grants or other resources earmarked for this purpose.

It is noted that the decentralized O&M approach of Water Supply Schemes under the leadership of PRIs needs extensive social mobilization to facilitate meaningful ownership to keep the PWSS sustained. Hence, extensive IEC efforts are necessary amongst the stakeholders including the user/ beneficiaries to make the Water Users' Committees self-reliant to ensure long-term sustainability towards functioning of the PWSS and ensuring continuous Drinking Water Security.

For initial 12 (twelve) months period of Operation & Maintenance, PWD(DWS) will provide equal amount of tariff collected by the GP/VC/Water Users' Committee for O&M purpose.

**Incentive for Community with sustained Drinking Water Security**

As per JJM guidelines, Gram Panchayet/ Village Council and /or its subcommittee, i.e. VWSC/ User group etc. are eligible to receive the incentive when the scheme has been successfully managed for a year ensuring that every rural household covered under the scheme receives water in adequate quantity of prescribed quality on regular basis and water tariff for O&M has been regularly collected.

Such incentive is likely to be released in phased manner after commissioning of the Scheme to the tune of 10% of the capital expenditure for the respective water supply scheme. This would be treated as a 'revolving fund' to meet emergency repair / maintenance of the Scheme, which will eventually be replenished by the local water users.

Furthermore, to attract the community towards their involvement in O&M of PWSS a Social Responsibility Award is also proposed under JJM Support Activities for successful Water Users' Committees in the State. The main objectives of this Award are as follows:

- To promote community participation in ensuring the successful O&M of the Scheme.
- To create a sense of ownership over the PWSS with social responsibility orientation.
- To establish Public – Public (Community – Government) interface for least dependency on Government for O&M of PWSSs, except in case of critical technical issues.
- Water tariff collection.

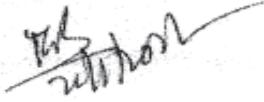
**Tripura Gazette, Extraordinary Issue, February 8, 2022 A. D.**

This Award will be considered as Chief Minister's Award in favor of the most successful Water Users' Committees for their Excellency of the Services to the Community. In each District, 1<sup>st</sup> Award and 2<sup>nd</sup> Award will be awarded among the GPs/VCs/Water Users' Committee under the respective District.

Such a coveted Award under JJM support activities, will consist of a Memento, a Citation and an Award Money amounting to Rs. 50000/- & Rs. 25000/- to the 1<sup>st</sup> and 2<sup>nd</sup> Awardee respectively. The incentive amount of each Award is expected to encourage a competitive approach among the Water Users' Committees and also to help in fulfilling the critical gap, if any, with some sustainability measures for the PWSS.

**Monitoring of O&M Activities**

All O&M activities would be monitored regularly by the respective stakeholders and monthly reports shall be submitted to the Block Development Officer and the Assistant Engineer (DWS) for necessary perusal. PWD(DWS) Dept shall deploy IoT based Performance Evaluation Tools for facilitate real time monitoring of Water Supply Schemes on pilot basis.



( Er. RAJIB MAJUMDER ,  
Director  
WSSO, PWD (DWS)  
Agartala, Tripura.

**Annexure-I**

**Requisition for Gap Funding**

Name of Block.....

Name of GP/VC.....

Name of Water Users' Committee.....

Name of Scheme with Capacity.....

Number of FHTCs.....

(in rupees)

A)	Total O&M cost of the Scheme for the month of	
	i) Energy Costs	
	ii) Preventive Maintenance cost	
	iii) Break down Maintenance cost	
	iv) Payment for O& M staff	
	v) Other O&M charges	
	vi) Total O&M Cost (i to v)	
B)	Revenue collected from water tariff	
C)	Shortfall in revenue collected from tariff vis-à-vis total O&M Cost (A. - B)	
D)	In case of shortfall in revenue from tariff collected, how is such shortfall proposed to be met?	

Signature of Chairman  
Water Users' Committee,

**ANNEXURE-II**

**LOG BOOK FOR OPERATION OF PUMP OF WATER SUPPLY SCHEMES AND IRON REMOVAL PLANTS**

Name of Block..... Name of GIP/VC..... Name of Water Users' Committee

Name of the scheme .....

Date Day	Pumping hour		Observation		Electrical Meter Reading		IRP is Functional or Not	Back Wash Time of IRP Non Operation of pump	Cause for Back Wash	Remarks	Signature of Pump operator
	Form No.	To	Voltmeter	Amps	Form	To					
1	2	3	4	5	6	7					

Signature of Pump Operator

**ANNEXURE-III**

**COMPLAINT REGISTER**

Sl. No.	Date	Name of the Consumer with address and phone number	Nature of complaint	Date of Attending complain with remarks

*Annexum*

KO.F.6 (21)/CE/DWS/E/2011

GOVERNMENT OF TRIPURA

DEPARTMENT OF WATER SUPPLY &

DRINKING WATER

Dated: Agartala, 16<sup>th</sup> May, 2014.

**NOTIFICATION**

**Sub: Enhancement of water charges & penalty for regularization of unauthorized individual domestic connection.**

As per proposal to PWD (DWS) submitted by the Department of Finance Department for Additional Revenue Mobilization, Council of Ministers has approved the proposal for enhancement of water charges & penalty for regularization of unauthorized domestic connection as follows:

Sl. No.	Item	Existing provision/ Rate	Revised provision/ Rate w.e.f. 01.06.2014
1	Water charges for individual domestic connection in Urban Areas (AMC & Municipal Council & Nagar Panchayat areas)	₹4/- per month	₹5/- per month
2	Water charges for individual domestic connection in Rural Areas Village Panchayats & Commercial connection.	₹20/- per month	₹25/- per month
4	Charges for regularization of existing unauthorized connections.	₹1000/- per connection (If applied for regularization within 30 days from 01.06.2014)	

All concerned PWD, DWS, AMC, Municipal Council, Executive Engineers, Deputy Commissioners and Member Secretaries of Panchayat Samity/BAC will take necessary action accordingly.

**Revised rate will be effective w.e.f. 01.06.2014**

*By order of the Governor*



(B.N.RAY)

Joint Secretary, PWD (DWS),  
Govt. of Tripura.

## **Preamble**

The PWD(DWS), Government of Tripura, has initiated consistent efforts for ensuring safe drinking water supply in rural areas of Tripura. Initially it was through wide range of water supply infrastructures including Hand Pump, Ring Well and Street Hydrants under different water supply schemes. However, presently the Jal Jeevan Mission (JJM) is being implemented to facilitate safe drinking water supply from Piped Water Supply Schemes (PWSS) through functional household tap connection to every households.

As per JJM mandate, there is a trust on community ownership for implementation and maintenance of PWSS to ensure long term sustainability towards the functionality of the scheme. Hence the highlighted focus is on participation of the beneficiaries to initiate O&M approach under a decentralized system for management of the scheme. For that purpose, the overall responsibility for management of the PWSS lies with the respective GP/VC/VWSC. Furthermore, to ensure participation of beneficiaries in O&M approach for the Scheme, the Water Users' Committee is formed by involving the beneficiaries within the command area of the Scheme, under the leadership of GP/VC/VWSC. Such Water Users' Committee shall remain responsible for initiating O&M activities in the Scheme to keep it functional and also to encourage community ownership on priority basis. In this connection, the respective PWD(DWS) Offices shall facilitate both technical and administrative supports to keep the PWSS functional in all respects.

The Water Users' Committees function as per the Government rules and guidelines and this Bye-law has been prepared to facilitate necessary orientation to the Committees. The Water Users' Committee shall follow this Bye-law and ensures the management of the PWSS with necessary consultation with majority of the beneficiaries. Hence this Bye-law is expected to succeed in facilitating necessary orientation to the Water Users' Committees in keeping the Scheme functional with adequate service delivery as mandated.

**Bye-Law for the Water Users' Committee**  
**responsible for management of PWSS in Tripura**

Functional Initiatives in Water Supply Sector, calls for a whole hearted involvement and ownership oriented decisive role of the community for Operation & Maintenance (O & M) of Piped Water Supply Schemes (PWSS), to make it more community friendly and sustained in long term. As per JJM mandate, the much needed long term sustainability warrants for community involvement in planning, implementation and O&M of a water supply scheme. Keeping in view of sustainability in water sector, the guidelines for necessary maintenance of water supply arrangements are proposed to be decentralized to the Gram Panchayat (GP)/ Village Council(VC) putting the ownership to the concerned GPs/VCs towards supporting O&M initiatives.

In the above back drop, the overall responsibility for management of one PWSS is going to be bestowed on the concerned GP/VC/ VWSC, by shifting the ownership to the PRI. Hence one Water Users' Committee is proposed to be formed under the leadership of GP/VC/ VWSC, by involving all beneficiaries within the command area of the Scheme and the responsibility for overall management of the Scheme shall be bestowed on this Committee. The effective coordination with GP/VC/ VWSC in ensuring the proper O&M approach is likely to facilitate better management of the Scheme with all necessary supports in getting FFC tied grant as gap funding in the form of cost recovery for O&M and replacement costs, in part or full. These initiatives are being institutionalized with formation of Water Users' Committees for each PWSSs and the functioning of such Water Users' Committees shall be monitored by the GP/VC/ VWSC.

The O&M modalities for each PWSS shall bank upon total community involvement and for this purpose, the concerned GP/VC/ VWSC shall remain fully responsible. However, to look after the O&M activities of the PWSS, the formation of Water User's Committee needs to be initiated and while forming such Water User's Committees in place, for a particular PWSS, all efforts should be made to form the committee well represented by the beneficiaries within the whole command area of the PWSS, keeping on view of proportionate representation from the areas within the command area of the PWSS. The functioning of such Water Users' Committees for effective O&M approach is going to be supported by the GP/VC/ VWSC, being the sub-committee of the respective GP/VC. Each GP/VC shall be supported with VWSC, formed as per the JJM Operational Guidelines for our

State. Adequate financial assistance from PRIs and integrated scheme management approach is likely to help the PWSSs in villages in ensuring necessary service delivery and this system of involving Water Users' Committee under the leadership of concerned GP/VC/ VWSC, is likely to strengthen the necessary O&M fund flow mechanism.

**Considering the Water Users' Committee as a village level entity for development activity, such Water Users' Committees shall be registered under Society Registration Act.**

The Water Users' Committee formed against each piped water supply scheme (PWSS) shall be managed as per approved guidelines and hence this Bye-Law has been prepared. Based on the norms included in this Bye-Law, the Water Users' Committee shall initiate discussion with majority of the beneficiaries and accordingly take up the Scheme maintenance works to ensure the functionality of the Scheme. Furthermore, the Committee shall abide by any prospective changes into the norms likely to happen in future, as decided by the Government.

**Aims and Objectives of Water Users' Committee**— To keep the PWSS functional by maintaining its O&M activities and thereby to ensure proper service delivery, is the main aim and objective of an Water Users' Committee. The Water Users' Committee should be formed as a community approach with active involvement of all beneficiaries and its jurisdiction will remain same as that of the respective PWSS.

**Functions of Water Users' Committee:**

For the smooth functioning of the PWSS, the functions of Water Users' Committee are as follows:

1. To ensure effective O&M approach for the PWSS to keep the Scheme functional with long term sustainability. Also to adopt necessary steps, based on study of field status about service delivery among the beneficiaries. The Water Users' Committee may engage skilled worker or communicate with the PWD(DWS) for resolving technical problems, if any.
2. To ensure supply of safe drinking water as well as to redress all other relevant issues within its command area.
3. To engage skilled manpower to maintain day to day activities and surveillance in the interest of uninterrupted service of the schemes.
4. Collection of water tariff and probable contributions from the beneficiaries and ensuring proper financial management for ensuring smooth functioning of the scheme.

5. Time to time repairing works in different units of the Scheme, as and when necessary by engaging local skilled manpower. For any issues of technical importance, necessary coordination with respective PWD(DWS) Officials should be established and the same should be addressed with the necessary supervision through PWD(DWS) Officials.
6. To facilitate environmental cleanliness around the FHTCs, the beneficiaries should be encouraged to construct one Platform with drain and one Soak Pit. Apart from that it should be ensured to prevent the water taps remaining open unnecessarily during the supply hour and thereby to prevent the scope of water wastage. Active cooperation of villagers will eventually make judicious utilization of water and prevent its misuse in any form. For any kind of dishonor by beneficiary towards the Water Users' Committee directives in preventing water wastage, the concerned Water Users' Committee may initiate appropriate action. Also, any secondary connection from one FHTC to lead the water to other place will be considered unauthorized. Any offence in the form of unauthorized connection from the main pipeline is also liable for punishment as decided by the Committee. Furthermore, fitting of any electrical pump by beneficiary to one's FHTC to suck more water during supply hour will also be considered as unauthorized and for that the Water Users' Committee may initiate punitive action to prevent activities.
7. To facilitate ambience for community ownership for different units of operations including the pipelines under the Scheme and thus to ensure a collective approach to safeguard the Scheme by preventing any unlawful actions to damage in it's components.
8. In case of any new household grown up after the Scheme is handed over to the Water Users' Committee, the responsibility of providing household water supply connection shall remain with the concerned Water Users' Committee. However, there should be necessary consultation with PWD(DWS) Officials prior to such connection and such connection may be facilitated with proper permission based on the capacity of the Scheme. In such situation, the necessary cost incurred in providing the new connection shall have to be borne by the beneficiary and hence the respective Water Users' Committee may collect necessary connection fees from the beneficiary. The rate of such connection fess shall be determined by the Executive Committee.
9. A market oriented approach may be initiated by the Water Users' Committee to meet the demand for any commercial purpose or community / marriage functions etc. and for that the appropriate tariff shall be fixed by the Executive Committee.

10. For any necessary site specific expansion of the Scheme, communication will be made with the respective PWD(DWS) Officials for the probable scope and estimates etc. However, the expenses for such desirable expansion of the Scheme shall be borne by the Water Users' Committee or concerned GP/ BP/ ZP and the works implementation shall be taken up with technical supervision of respective PWD(DWS) Officials.
11. To coordinate with respective PWD(DWS) Office / GP/VC and VWSC for exchange of views on functioning of the Scheme and also to submit the monthly report on the works of the Water Users' Committee. For necessary capacity development for the Scheme caretakers and other maintenance staff, the Committee shall initiate time to time orientation / training etc. in collaboration with the respective PWD(DWS) Office.
12. To facilitate all necessary approach under the leadership of PRIs to ensure effective maintenance of the Scheme. Water Users' Committee will submit necessary proposal on gap funding for O&M activities to the concerned VWSC for onward forwarding it to GP/VC. After due consideration of financial statement including income and expenditure statement of the Water Users' Committee, the PRIs shall facilitate adequate financial assistance from FFC tied grant.
13. In case of any misunderstanding, the issue shall be resolved in consultation with GP/VC representatives and PWD(DWS) Officials, Otherwise, the Water Users' Committee may approach for intervention from higher authority in PWD(DWS) and the solution formula arrived in this manner shall be binding to all.
14. For all law oriented issues, the President and the Secretary of the Water Users' Committee shall initiate necessary action and any unresolved matters shall be tried at district level court.

**Jurisdiction of Water Users' Committee** - Considering the command area of the PWSS, the formation of Water Users' Committee should be initiated in three ways, as follows –

- (a) Single Village Scheme (SVS)– if the command area of the PWSS is limited to one village, then the Water User's Committee should be formed under the leadership of respective VWSC, to get all beneficiaries involved directly for taking up O&M activities for the PWSS, under the direct supervision of GP/VC.
- (b) Multi Village Scheme (MVS)-
  - (i) In case of Surface Water Treatment Plant (SWTP), distribution pipeline shall be managed and maintained by the respective Water User's Committee within their territorial jurisdiction

and that of electricity bill for operation of SWTP shall be paid by the Water User's Committee on proportionate basis to the Water User's Committee under whose jurisdiction the SWTP is situated.

(ii) In case of PWSS with Deep Tube Well (DTW), Innovative and other nature if any, distribution pipeline shall be managed and maintained by the respective Water User's Committee within their territorial jurisdiction and that of electricity bill, maintenance cost of Piped Water Supply Sources like as repairing of pump, motor, starter etc for operation of PWSS shall be paid by the Water User's Committee on proportionate basis to the Water User's Committee under whose jurisdiction the Piped Water Supply Source is situated.

**Tenure of Water Users' Committee:** Co-terminus with PRI bodies. In case of dissolution of PRI body, the existing Water Users' Committee will continue till formation of new PRI body.

**General Meeting** – The general meeting of the Water Users' Committee involving all users under the command area of the respective PWSS shall be held minimum once in a three months (Quarterly) i.e four in a year. The agenda note for the general meeting shall be prepared by the Water Users' Committee and any issue of community interest may also be included on request. The general meeting shall facilitate discussion on the activity report of the Committee and the financial report including income and expenditure statement shall have to be approved.

**Formation of Water Users' Committee**—First of all, the detailed aspects of the respective PWSS shall be discussed in a general meeting of all beneficiaries under the command area of the PWSS. After that, banking on the JJM guidelines and the O&M methodology the importance and necessity of formation of a Water Users' Committee shall be discussed at length and the functioning process of Water Users' Committee shall be outlined in the meeting. After threadbare discussion in the general meeting, a resolution shall be adopted to the necessary Water Users' Committee to look after the functions of the Committee. The tentative formation of Committee for one Water Users' Committee may be as follows ---

- (1) President – 1 No
- (2) Vice President – 1 No
- (3) Secretary – 1 No
- (4) Treasurer – 1 No
- (5) General Members – Minimum 3 Nos

Each Water users' Committee must have at least 50% women representation . If necessary, the general meeting may approve to increase the members of Water Users' Committee upto 15 Nos to accommodate wide representation from all.

(6) Invited Member – The following shall remain as Invited Member ---

- (a) concerned PWD(DWS) Official - To maintain necessary coordination with PWD(DWS) for necessary technical inputs, the concerned Junior Engineer from PWD(DWS), shall remain as an invited Member in the Committee.
- (b) In case of Water Users' Committee for a MVS, the Secretary and Treasurer of the Water Users' Committee shall remain as Invitee Member in the Water Users' Committee under whose jurisdiction the Piped Water Supply Source is situated.
- (c) Guest Invitee – The following ex-Officio shall remain as Guest Invitee ---
  - (a) concerned AE, PWD(DWS) or their authorized representative
  - (b) Chairperson, GP/VC or the authorized representative
  - (c) Chairperson, VWSC or the authorized representative

Furthermore, the respective Chairman, GP/VC and Chairman, VWSC will also remain as guest invitee for necessary coordination with PRIs.

The General Members of Water Users' Committee should have representation from the following organization with the command area of the PWSS, apart from common beneficiaries.

- (a) SHG/ Jal Sakhi
- (b) Ward Members by designation
- (c) Local Educational Institution
- (d) Local NGO
- (e) Social Worker / Opinion leader
- (f) Asha / Anganwadi worker
- (g) Village Headman

The functioning of Water Users' Committee shall be governed by the Water Users' Committee Bye-Law of PWD(DWS), Tripura.

**Responsibility of Water Users' Committee:**

Ensuring effective management of the respective PWSS and redressing the drinking water supply related issues of the beneficiaries within the command area of the Scheme is the main aim of

the Water Users' Committee. The matters related to O&M initiatives in the PWSS shall be discussed in the meeting of the Water Users' Committee for formulation of ways and means to resolve the issues.

The first and foremost activity of the Water Users' Committee is to initiate consultation with the EE of the concerned PWD(DWS) Division to ensure registration of the Water User's Committee as per Society Registration's Act, without which any financial transaction and management shall be considered unauthorized.

The meeting of the Water Users' Committee should be held in a frequency of minimum four times a year, in which detailed discussions shall be held regarding operation and maintenance of the schemes to evolve effective resolutions. Any emergent meeting may also be held to discuss urgent issues for adopting necessary actions. Minimum 5(five) Committee members should be present to qualify the quorum of Water Users' Committee Meeting.

All the working decisions shall be adopted after detailed discussion in the Water Users' Committee meeting and the decision of the committee shall be considered as the final one. In case of any discrepancy / misunderstanding, either the PWD(DWS) may be approached or may be referred to the general meeting for solution.

#### **Functions of Water Users' Committee Members in different positions:**

##### **1. President:**

- a. To preside over the meetings of Water Users' Committee.
- b. The President and Secretary will be the joint signatories in finalizing the terms and policies along with the financial and organizational management.
- c. The bank account of the committee shall be jointly operated by the President and Secretary.

##### **2. Vice President:**

- a. In the absence of President, all other activities of the President may be executed by the Vice President except for the operation of bank accounts.

##### **3. Secretary :**

- a. The President and Secretary will be the joint signatories in finalizing the terms and policies along with the financial and organizational management.

- b. The bank account of the committee shall be jointly operated by the President and Secretary

**4. Treasurer:**

- a. To collect the contribution towards the Scheme and monthly tariff from the beneficiaries and manage all other financial activities of the committee.
- b. To look after the bank account of the Committee and maintain record keeping.
- c. To prepare financial report and also to coordinate with Auditor, engaged by the Water Users' Committee.

**5. Invited member:**

- a. To outline the activities of the Water Users' Committee with necessary coordination from different sectors for smooth functioning of the PWSS.

**6. Guest invitee:**

- a. To guide and ensure the meaningful implementation of the PWSS as well as to ensure PRI ownership over the Scheme and thereby to keep the Scheme functional.

**7. General Member:**

- a. To highlight the site specific issues which require the intervention of either from the Water Users' Committee or General Meeting.
- b. To coordinate in ensuring the smooth functioning of the PWSS.
- c. To evaluate the effectiveness of Water Users' Committee and field impacts from service delivery and adopting necessary steps in the interest of smooth functioning of the Scheme.

**Financial Management -**

The financial management aspects for functioning of PWSS and effective O&M approach form a critical interface on the part of the concerned Water Users' Committee and this is going to be supported by the VWSC, being the sub-committee of the respective GP/VC. This system will strengthen the necessary O&M fund flow mechanism. Each Water Users' Committee shall maintain a bank account to manage necessary financial provisions.

The fund flow mechanism involves two options as follows -

**Collection of monthly water tariff –**

Depending on the extent of the command area of the PWSS and the Nos of beneficiary households, the rate for monthly water tariff shall be evaluated for effective management of Scheme. Considering the tentative O&M Budget for PWSSs with different scales (as stated above), the Water Users' Committees may adopt collection of monthly water users' charge as per Notification No.F.6(21)/CE/DWS/EE/2011 dated 17th May, 2014 of the Deputy Secretary, PWD(DWS), Government of Tripura.(copy is enclosed as Annexure-I)

Over and above, for meeting the time to time location specific commercial demand for water supply (like, marriage ceremony, community programme etc.) the Water Users' Committee may decide to finalize the water charges for such purposes. Apart from that, for any requirement of additional water connection in case of any commercial set-up like tea stall etc., the Water Users' Committee shall fix the water tariff suitably.

**Financial support from FFC tied grant –**

The responsibility of management of a water supply scheme is bestowed on the concerned Water Users' Committee and the overall responsibility lies with the concerned GP/VC / VWSC. For each financial year the annual plan shall be prepared to meet the probable O&M expenditures and the same will be compared with the probable collection of water tariff to evaluate any gap in managing the scheme. Finally, the proposal on such gap funding shall be prepared and submitted to the PRI through the respective GP/VC/VWSC, for facilitating the release from the FFC tied Grant.

Rules in connection with necessary fund collection and management to be followed for financial management of Water Users' Committee –

- (1) To ensure effective financial management with regard to managing the Scheme activities, the Water Users' Committee should maintain a savings bank account in the nearby bank branch with its President and Secretary of the Water Users' Committee as joint signatories.
- (2) Each beneficiary household shall deposit the household based water tariff to the authorized person in the office of the Water Users' Committee, within first 7-10 days of every month. For such receipt of water tariff, either one formal receipt should be issued or the same should be recorded in the tariff collection register maintained by the Water Users' Committee. The

official responsibility for such tariff collection will remain bestowed on the Treasurer or any other authorized person.

- (3) For any delayed or arrear receipt of water tariff, the decision of the Water Users' Committee will remain final. In case of non receipt of the water tariff from any household for three or more months, necessary punitive action might be initiated in consultation with the respective VWSC and GP/VC. However, in no case, the household water tap connection cannot be disconnected with due consideration of the importance of JJM mandate. In case of non clearance of the fine imposed by Water Users' Committee on any defaulter household, concerned GP/VC or VWSC may have the right to take action. For ensuring collection of any arrear water tariff from such defaulter household, appropriate action like, temporary discontinuation of benefits from GP/VC, may be initiated by the respective GP/VC.
- (4) The fund collected in the office of the Water Users' Committee in the form of water tariff must be deposited in the bank account within maximum 48 hours after collection. In the later course of time, a system of bank collection may be initiated for collection of monthly water tariff from users.
- (5) The Secretary of the Water Users' Committee may keep Rs. 1000.00 in hand to meet the daily or any emergency need of O&M activities.
- (6) Necessary guidelines with regard to collection of water tariff and expenditure related issue along with maintaining the financial accounts for Water Users' Committee shall be issued from PWD(DWS). The Treasurer shall prepare a monthly report focusing on opening balance, tariff collection and expenditure details for the Water Users' Committee and these reports shall eventually be placed the next meeting of the Water Users' Committee for discussion and taking up any follow up actions. Any necessary additions or alterations into the rules or provisions for water tariff collection and other financial management issues may be initiated in the Water Users' Committee meeting, which shall be ratified in next general meeting of users.
- (7) The respective Executive Engineer.PWD(DWS) may engage the Departmental Accounts Officer for inspection of the system of financial management and it's status.
- (8) The Water Users' Committee shall engage local auditor or any empanelled CA for yearly auditing it's accounts. The annual financial report with income and expenditure statement depicting the financial status shall be placed first in the Water Users' Committee meeting and then the same will have to be ratified in the general meeting of users.

- (9) The Water Users' Committee shall prioritize the payment of monthly electricity bill and the salary for the scheme caretaker engaged for the maintenance of the Scheme.
- (10) The concerned PWD(DWS) Official may initiate any necessary action based on the monthly report submitted by the Water Users' Committee.

### **Reporting Mechanism of Water User's committee:**

Each Water Users' Committee shall prepare a monthly report covering the following aspects and then submit to the respective AE, PWD(DWS) Subdivision.

#### **1. Functionality of schemes:**

All aspects relating to functionality of the PWSS should highlight the following:

- a. Regularity of the functioning of the Scheme as well as the FHTCs, as per JJM mandate.
- b. Scope of availability and use for energization
- c. Functionality of raw water Source.
- d. Water quality of treated water and supply of chemicals for water treatment.
- e. Supply hour and quantity of treated water supply.
- f. Users' ownership for PWSS infrastructure.
- g. Status of construction of platform and Soak Pit by the beneficiary against each FHTC.

#### **2. Operation and Maintenance of the scheme:**

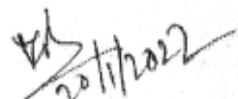
Following aspects relating to regular O&M activities to ensure effective management of the PWSS should be highlighted ---

- a. Financial Management (Monthly Tariff; FFC Grant)
- b. Engagement of O & M caretaker and payment of remuneration.
- c. Engagement of skilled manpower if required for repairing etc.
- d. Any issues which need technical inputs from PHED.
- e. Functionality of FHTC.
- f. Grey Water management scope and functionality.
- g. Use of FTK
- h. Supply of chemicals for treatment.
- i. Payment against bills for energization
- j. Time to time evaluation water discharge through FHTC both at near the PWSS and the furthest point and necessary steps initiated to ensure equity in water discharges in the entire command area of the Scheme.

**3. Convergence with GP/VC/ VWSC**

Management of the Scheme with close coordination among Water Users' Committee, GP/VC and VWSC

4. Emergency Response (Specially during flood)
5. User's feedback, if any.



(Er. RAJIB MAJUMDER,  
Director  
WSSO, PWD (DWS)  
Agartala, Tripura.